GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:6361
ANSWERED ON:08.05.2000
COMPLAINT AGAINST DEPARTMENT OF POST
P.R. KHUTE

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the educated unemployed youths of distant rural areas of the country have to miss their various viva voice/written examinations on account of delays/non-delivery of mails by the Department of Post ;

(b) if so, the steps proposed to be taken by the Government in this regard;

(c) the number of such incidents pending before courts as on date;

(d) the number of persons given compensation by the Department of Post; and

(e) the scheme of the Government to check the recurrence of such incidents?

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) The department of Post is handling 15766millions of postal articles annually. While the service provided for such a large volume of mails is, by and large, satisfactory. The Department receives occasional complaints about delays/non-delivery of letters including communications for viva-voice or written examination.

(b) The Department of Post has an effective system of continually reviewing mail transmission and delivery so as to eliminate delays and other service faults through various measures.

(c) 89 complaints are pending in various Foras/Courts through out the country for such incidents.

(d) The Department has paid compensation in 66 cases.

(e) Proper and more effective monitoring of transmission and delivery of mails is an ongoing activity. However, the following specific steps have been taken to further tighten monitoring of complaints about delays/non-delivery of mails: -

(i) A close coordination is maintained with the authorities of Indian Airlines, Railways and State transport for timely transmission of mails.

(ii) Mechanised sorting has been introduced at Mumbai and Chennai and mechanised support is provided in Metro towns and other important cities for delivery of mail through Mopeds.

(iii) Segmentation of mails is done at the initial stage through Green Channel (Local) Metro Channel, Rajdhani Channel, Business Channel, Bulk Mail Channel and Periodical (Patrika) Channel to ensure smooth processing and quicker transmission of mails and delivery.

(iv) Live survey of mails is done and periodic drives are launched to monitor delivery efficiency.

(v) Computerisation of Registration Sorting in major mail offices and mail transmission at transit mail offices in the Metro and other important cities, has been introduced for greater efficiency.

(vi) Use of PINCODE is being publicised.

(vii) The qualitative work of the delivery staff is checked by contacting addressees and punitive action is taken against the staff found responsible for delay in delivery.

(viii) The importance attached to delivery service by the Department is underlined by the scheme of Best Postman Award which identifies and provides encouragement for delivery staff in every division in the country every six months.
(ix) Modern technology, like VSAT is used to speed up transmission and thus ensure more timely and efficient delivery.